

Full Doc Product Conversion Fact Sheet.



Full Documentation Product Conversion Process

If you have an eligible home loan, you can request that your home loan be converted to another eligible home loan product.

Depending on your home loan there may be restrictions on the home loan we can convert you to. We can advise you of these restrictions when you call. If your loan is on a fixed interest rate or is currently in arrears you will be unable to convert. Where a loan has been split into two loans after settlement and under the one loan agreement, new products must be from our current full documentation home loan range.

Documentation

If you wish to convert to another product ring **13 RAMS, that's 13 7267** or contact your authorised RAMS representative. You'll be asked some questions to ensure you are converting to a product that is suitable to your requirements.

Timeframes

Once we've asked you some questions to ensure you're converting to a product that suits your needs, we'll prepare documentation for the home loan you're converting to. The usual timeframe from when we receive your request to when we send your documentation to you is approximately 5 working days. The timeframe to completion is then dependent on all borrowers and (if applicable) guarantors signing and returning the conversion agreement.

Credit Assessment

Credit assessment is not required when converting from one Full Doc product to another.

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FAQs

What fees do I need to pay?

Where the current product has an Annual Service Fee (ASF)

- If the new product has a different ASF, the anniversary date of your ASF will remain the same but we will credit your loan account with a pro rata refund of your current fee on the date of your loan conversion. At the end of the month of your loan conversion, there will be a pro rata charge of the new ASF to align the date to your anniversary date, and the new ASF will be charged on your anniversary date thereafter.
- If the new product has a monthly Account Keeping Fee (AKF), the ASF on your current product will no longer be charged. We will credit your loan account with a pro rata refund credited to your loan account on the date of conversion. The new AKF will be charged at the end of the month of your loan conversion and then every month thereafter.
- If the new product does not charge an ASF or an AKF, the ASF on your current product will no longer be charged once the loan is converted. We will credit your loan account with a pro rata refund of the current ASF on the date of conversion.

Where the current product has a monthly Account Keeping Fee (AKF)

- If the new product has a different AKF, at the end of the month of your loan conversion, the new AKF will be charged.
- If the new product has an Annual Service Fee (ASF), the AKF on the current product will no longer be charged. At the end of the month of your loan conversion, there will be a pro rata charge of the new ASF to align the date to the anniversary of the date your loan was settled and then the ASF will be charged on every anniversary date thereafter.
- If the new product does not charge an ASF or an AKF, the AKF on your current product will no longer be charged once the loan is converted.

Where the current product has no current ASF or AKF

- If the new product has an ASF, at the end of the month of your loan conversion there will be a pro rata charge of the new ASF to align the date to the anniversary of the date your loan was settled, and then the ASF will be charged on every anniversary date thereafter.
- If the new product has an AKF, then the fee will be charged at the end of the month of your loan conversion and then every month thereafter.

Will my security property be re-valued as part of the conversion process?

When we receive the signed conversion agreement, we will generally convert your loan within 5 business days, subject to your account being up to date.

On what day will my loan convert to the new product?

When we receive the signed conversion agreement, we will generally convert your loan within 5 business days, subject to your account being up to date.

How do I know my loan has been converted?

We will send you a confirmation letter confirming the following information:

- The number of remaining repayments and the minimum repayment amount
- The repayment date
- The current interest rate

Do I need to change my BSB and account number for salary credits?

Your BSB and account number will not change.